

SYSTEM AND METHOD FOR UPDATING CONTACT RECORDS

ABSTRACT OF THE DISCLOSURE

A system and method for updating contact records automates analysis of contact results for one or more contact devices performing a contact campaign in order to
5 select contact records for skip trace updates to contact information with the updated contact information for real time use by the contact devices. For instance, an update engine analyzes contact records returned by dialers to a distribution module to select contact records to skip
10 trace based on rules, such as where a wrong number code is indicated, or cost analysis, such as where the predicted result of an update has a value greater than the cost of obtaining the update. The distribution model provides the updated contact information for real time
15 use by the dialers of the updated contact numbers.